

Minutes
California 9-1-1 Advisory Board
707 3rd Street
West Sacramento, CA 95605
December 13, 2006

Members Present

Edward Bonner, Placer County Sheriff's Department
Peter Bryan, Rancho Cucamonga Fire Protection District
Chris R. Hinshaw, San Diego County Sheriff's Department
Lisa J. Hoffmann, Contra Costa County Sheriff's Department
Daphne Rhoe, California 9-1-1 Emergency Communications Office, DGS
Sam L. Spiegel, Folsom Police Department
Lesli J. Wilson, Orange County Fire Authority

Alternate Members Present

Scott MacGregor, California Highway Patrol

Members Absent

Richard Doscher, Yuba City Police Department
Mark N. Pazin, Merced County Sheriff's Department
Sal R. Segura, California Highway Patrol
Chip Yarborough, Mountain View Police Department

Others Present

Carolyn Brown, CA 9-1-1 Office
Jennie Chandra, California Public Utilities Commission
Joan DeCrescenzo, CA 9-1-1 Office
Dana Earl, CA 9-1-1 Office
Robert W. Haga, California Public Utilities Commission
Linda McNeill, California Highway Patrol
Karen Simpson, Verizon

- 1) **Call to order** – A quorum being present, Daphne Rhoe called the meeting to order at 9:00 a.m. Ms. Rhoe took roll – four members were absent.
- 2) **Welcome & Opening remarks** –Ms. Rhoe gave the location of exits and restroom facilities and offered coffee to everyone. Members of the public were asked to sign-in and also pickup any handouts located on the back counter.

Ms. Rhoe introduced Julie Arita, the 9-1-1 Office Secretary and announced that Julie was present to take notes and assist anyone if they needed any help.
- 3) **Approval of September 20, 2006, Meeting Minutes** – Ms. Rhoe asked if there were any changes to the minutes. There being none, Chief Spiegel moved to approve the minutes. The minutes were unanimously approved.

4) Standing Committee Report

A. By-Laws – As a member of the Committee, Ms. Hoffmann presented the By-Laws. Ms. Rhoe asked if there was a motion to approve the By-Laws. Mr. Hinshaw moved to approve, followed by a second and discussion.

After considerable discussion regarding changes to the Bylaws with regard to: 1) what constitutes a quorum for conducting business; 2) What constitutes a consensus for purposes of making recommendations to the 9-1-1 Office; 3) Standing Committees; 4) A 30-day notice to the Board is required when amendments to the Bylaws are being proposed; and 5) Establishing the appeal process, a vote was taken and the Bylaws were approved unanimously.

As part of this agenda item, there was discussion about the make-up, purpose and composition of various Board committees. The amended bylaws clarified the formation of a Committee, plus established two Standing Committees: 1) Technical and Operational Standards and Review Committee, and 2) Training Standards and Review Committee. The new standing committees will allow for more participation from diverse members and will be a more equitable and practical distribution of Board work. In addition, there will be working groups. To minimize confusion, each of the two standing committees will be referred to simply as committee. Any committee formed outside these two will be referred to as working groups or ad hoc.

5) Long Range Planning Needs/Costs

Mr. Hinshaw moved to establish an Adhoc Committee For Strategic Planning, which was carried unanimously. The makeup of the committee will be determined at the next Board meeting. Mr. Hinshaw expressed interest to serve as Committee Chair and Chief Bryan expressed interest to participate as well. As a result of the membership not being formally positioned until the next meeting, Mr. Hinshaw indicated that the report he was preparing will be in draft form until after the new members of the Adhoc Strategic Planning Committee were appointed and had an opportunity to review it.

6) Communication of 9-1-1 System Outages Via Office of Emergency Services

At the request of Mr. Hinshaw, the Office of Emergency Services (OES) met with him to discuss the Emergency Digital Information System (EDIS) and 9-1-1 system outage notification. Because of the manner in which EDIS is used, it would be less than ideal for public safety notification of outages. However, OES agreed to allow the development of a process that will define how notification of outages is disseminated to PSAPs. The committee would be made up of OES, the Warning Controls Center Management Group, and the CHP. Department Of Justice did not express interest in participating. The process would also include the primary PSAPs notifying secondary PSAPs via CLETS.

Following this was a discussion on who would be appropriate to contact in the event of an outage: primary, secondary, EMS, countywide, regional or statewide. The type and extent of the outage would dictate the notification.

Mr. Hinshaw moved that a working group be formed that consists of two members of the board and such other operational personnel as is required to develop a 9-1-1 Notification process using CLETS, as well as, the control center. The Board voted unanimously to establish the working group. Mr. Hinshaw and Ms. Hoffmann volunteered to participate on the working group. A draft of the process will be presented by Mr. Hinshaw at the next Board meeting.

There was additional discussion on the 9-1-1 Outage Reports received from the two primary 9-1-1 service providers (AT&T and Verizon). The 9-1-1 Office was asked if it tracks and compiles reports of outages and how much detail is reported from the service providers on the outages. Outage reports are compiled from both AT&T and Verizon, who provide information regarding the type, duration and impact of outages. The Board requested a summary report for 2006 of all the reported outages in addition to quarterly outage reports.

7) County Coordinator Task Force (CCTF)

From the last meeting, there was discussion regarding the status of the CCTF and what they have been working on. The 9-1-1 Office did meet with the CCTF in December and they provided some input on Chapter VIII, and they are working together with the 9-1-1 Office to provide some Training guidelines for the County Coordinators (CC). A question was raised by Ms. Hoffmann whether the CCTF was planning to define the role of CC and who would provide training for new CCs. Ms. Rhoe indicated that the role is currently defined in Chapter VIII of the 9-1-1 Operations Manual and that peer training would be provided for new CCs. With input from AT&T, Frontier and Verizon on MSAG and database issues, the CCTF is developing a training manual. The 9-1-1 Office does not have the expertise to train CCs. It is not a core competency of the Office. The CCTF would put together some general guidelines and recommendations with regard to requirements, but because of the diversity of counties throughout the State and because the 9-1-1 Office does not have authority to mandate who a county selects for this role, it is difficult to establish a standard to which each county will adhere. If the Board would like to establish a committee or working group to help assist the Counties to commit to identifying, selecting and supporting a County Coordinator in every county that has a specific knowledge base and is offered an opportunity to have sufficient training so that they are committed to the CC role.

Ms. Wilson put forth a motion to establish a working group of two Board members (Ms. Wilson and Ms. Hoffmann volunteered) that would work with the CCTF on providing sufficient training and elevating the role of the CC within the

organization of counties, so that each county recognizes the importance of its CC and so designates and provides for them the support they need and to include State funding. The motion was carried unanimously. The Board would like a representative from the CCTF to appear before them at the next meeting to provide an overview of the document. Ms. Rhoe indicated that the CCTF requested the Board's questions in advance so that their representative may come prepared. Ms. Hoffmann agreed to develop the questions and forward them to Ms. Rhoe in advance of the March Board meeting.

8) Use of 7 Digit Emergency Numbers in Lieu of 9-1-1

Ms. Rhoe discussed the fact that the 9-1-1 Office sent a letter to all Sheriffs and Police Chiefs and would soon send out the same letter to all Fire Chiefs asking them to consider using only 9-1-1 as the universal emergency number rather than a 7- or 10-digit number.

Chief Spiegel indicated that although Congress originally developed the 9-1-1 system, it has no authority to tell the local jurisdictions how to provide service to their community in the best possible way they can, particularly related to cellular 9-1-1. He went on to say that it is an individual decision – and that many agencies are dealing with this issue and having to look at limited funds available to them to staff their centers. One concern Chief Spiegel spoke of was that he understood that, in a previous Administration, the Legislature transferred \$63 million from the 9-1-1 Account to pay for California Highway Patrol (CHP) positions. Ms. Rhoe said that she understood the funds were deposited in the General Fund and were not earmarked for any specific program or agency. Assistant Chief MacGregor of the CHP commented that the vast majority of funding for the CHP dispatchers comes from the Motor Vehicle Account (MVA). Chief Spiegel and Assistant Chief MacGregor both agreed to bring additional information for presentation at the next Board meeting to clarify the source of funding.

Providing additional explanation, Ms. Rhoe stressed the importance of local public safety agencies agreeing to take their wireless calls directly to help alleviate the call congestion CHP experiences and to direct the 9-1-1 calls initially to the responding entity to save time. Providing a 10-digit alternate number for cellular phone users, while in very limited circumstances may make sense, overall it serves to confuse the public because of the special characteristics of cellular phone use and call routing. In particular, it is problematic for young children who have been taught that in any emergency situation, 9-1-1 is the number to dial. Furthermore, call back number and location are not displayed at the PSAP when a caller uses a 10-digit number.

As far as the 9-1-1 Office is aware, no PSAP that agreed to take their wireless calls directly needed to add staff to handle the additional call load. Ms. Hoffmann

added that many PSAPs have existing vacancies they are unable to fill, and it is pointless to request more positions until they can fill those they already have.

Chief Bryan indicated that the issue of advertising a 10-digit emergency number began with his agency, but since then, they have established good communication with their CC and they are now pushing 9-1-1. He suggested that cellular handset providers should partner with public safety to get the word out that old cellular phones need to be replaced with GPS capable phones. He also offered that the carriers should achieve 100% compliance (with regard to Phase II deployment).

Ms. Hoffmann commented that the nine Bay Area Counties are experiencing difficulty with getting calls from CHP via 9-1-1 trunks. Vallejo CHP continues to transfer the calls over 10-digit numbers, which creates a problem for Contra Costa County and others when trying to collect statistical call data and for obtaining location information. Ms. Wilson added that they experienced a similar issue when they first deployed wireless E9-1-1 and that it was simply a training issue at CHP. The dispatchers just needed some time to get used to transferring differently, and now they no longer have this issue in Orange County.

9) Cell Sector Assignment Process For Wireless E9-1-1

Chief MacGregor provided background information and details regarding the Wireless E9-1-1 routing law. He distributed copies of Public Utilities Code Section 2892, which defines the authority to reroute cellular calls from the CHP to local jurisdictions. As the law is written today CHP cannot compel an agency in a region to take the wireless 9-1-1 calls. They can allow the agency to take those calls if the agency requests specifically to take them. For a number of reasons, staffing being one, there are agencies in the state that do not wish to take on additional calls, and prefer CHP to continue to receive them.

The law requires that four very specific things happen in order to allow CHP to reroute wireless 9-1-1 calls: 1) The call has to originate from an area other than a freeway; 2) It needs to be economically and technologically feasible; 3) The rerouting has to be a benefit to public safety and reduce the burden on dispatchers of the CHP; and 4) collectively, the DGS, CHP, the proposed alternate PSAP, and the wireless carriers all have to deem that it is in the best interest of the public. Chief MacGregor went on to provide examples of issues the CHP must handle and the manner in which they handle them in the best interest of public safety. He also indicated that they are still receiving a high number of unintended 9-1-1 calls (50%-60%) and described technology being employed to block those calls from getting in the queue with valid emergency calls. CHP encourages PSAPs to take their wireless calls, except in instances where a large percentage of those calls will ultimately be transferred back to CHP.

CHP is very mindful of this information in evaluating the reroute process. On the one hand there are jurisdictions where CHP knows the calls are the local PSAP's

concern, but the PSAP doesn't want to take them, so CHP continues to take those calls. It is a responsibility that CHP is statutorily mandated to do. On the other hand, there are other situations where jurisdictions would like calls and yet based on evaluation and all the call data, CHP does not think it is in the interest of the public to route that cell sector because the majority of the calls are destined for CHP, and it would not be prudent to redirect them.

Regarding the use of 7-digit numbers when call transfers should be made within the 9-1-1 network, Chief MacGregor agreed to champion this issue and bring all the parties together to try to resolve it and get it right. Linda McNeill asked to be recognized by the Board to provide additional comment on transfer of calls. Ms. McNeill indicated that most of their calls should be going out on the 911 trunks, but they are experiencing a significant number of busy signals at the PSAP end. So when CHP gets busy signals on the trunks on the other end, they back the call up and send it 7-digit.

10) CPUC OVERVIEW OF ROLE IN 9-1-1

At the request of the 9-1-1 Advisory Board, Jennie Chandra, Advisor on Policy and Planning for the California Public Utilities Commission, and Robert Haga, Legal and Telecommunications Advisor to CPUC Commissioner Chong, each gave a presentation on the role of the CPUC in 9-1-1 and Emergency Service Coordination. (Handouts)

Ms. Chandra also described the role of the CPUC in assisting in the deployment of VoIP E9-1-1 earlier in the year by partnering with the 9-1-1 Office, service providers, and PSAPs. Ms. Rhoe thanked her and her staff for their significant contribution and for being instrumental in achieving success in VoIP deployment in California.

11) ANNOUNCEMENTS

Mr. Hinshaw announced the annual CalNENA Conference dates of January 28 through 30. Ms. Rhoe suggested the Board have a Break-out session during the conference of 3 or 4 members to give an overview of the role of the 9-1-1 Advisory Board, communicate accomplishments, and answer questions. Mr. Hinshaw responded that there was a scheduled time to have panel sessions for the Board members to participate in the discussions.

Ms. Hoffmann suggested that the County Coordinators consult the Board regarding meetings. Ms. Rhoe followed with a discussion about the daily operations of the 9-1-1 Office and if it was the intent of the Board to participate at that level. Ms. Hoffmann went on to say that she believes that the Board should be consulted regarding anything that impacts the way 9-1-1 is delivered. Ms. Rhoe offered that most subjects are part of the daily operations of the 9-1-1 Office and not a change in the program. She suggested that a perfect venue for

exchanging information and ideas with the PSAP community and CCs would be the CalNENA Conference where the Board could present their platform. If there are issues with an individual CC, they should be addressed directly to that CC rather than applying the same set of assumptions across all CCs. If there are common issues, a working group could be formed to address them. Ms. Rhoe agreed that Chapter VIII of the 9-1-1 Operations Manual pertaining to CCs would be sent electronically to each Board member by the end of the week.

- 12) **PUBLIC COMMENTS – None**
- 13) **NEXT MEETING DATE AND TIME** – The next regular Board meeting is scheduled for Wednesday, March 21, 2007 from 9:00 a.m. – 12:00 p.m. in Sacramento at the Ziggurat Building Executive Dining Room, 1st Floor
- 14) **ADJOURNMENT** – The meeting adjourned at 12:30 p.m.

Handouts

Agenda

Minutes – September 20, 2006 Meeting

California 9-1-1 Advisory Board By-Laws

CPUC Telecommunications Division Staff Survey of Carrier Emergency Preparedness

CPUC Role In Telecommunications Industry Preparedness